End User Notification for SPAM E-mail

In order to ensure that legitimate messages are delivered to your mailbox, COT has implemented a solution that allows each person to view and take action on messages that have been received but are quarantined as SPAM at the Iron Mail server. E-mail users will receive notification of quarantined messages each day at noon and midnight. This notification is in the form of an e-mail similar to the sample below and lists any e-mails that have been quarantined since the last notification.

(Figure 1) Sample mail message sent from the Iron Mail Appliance

Subject: *User Quarantine Release Notification - Sun, 19 Aug 2007 00:00:00 -0400*

An e-mail sent to you was quarantined. This notification lists your e-mails quarantined since the previous Quarantine Release Notification. Click a Message ID to release an e-mail from quarantine. If an e-mail has multiple recipients, when any one recipient releases the e-mail, it is released for that recipient only. You may have additional messages that were quarantined before this notification. Click on the first hyperlink on this page (or copy and paste the link in a browser) to view a list of all of your quarantined messages. If any messages in this notification are deleted or released before you view the list, those messages do not appear in the list.

https://205.204.133.88:443/urq/urqMailList.do?method=processMail&c28034718a14d7755156e2f84a 1fa1a3c50cb38c00000000000000003111 *<non-working link for illustration only>*

(Figure 2)

Message ID	Sender	Subject	Size(Bytes)	Date	Info	Multiple Recipients
16497182	csteam.refm002921053gl.gps@citizensbank.com	Urgent Message From Citizens Bank! (message id: R801869172749)	4724	2007-09-06 11:58:21	SPAMQ_TRU ESP50	Y
16519435	shoju@pusbaby.com	Viagra [Sildenafil] 50mg x 10 pills US $ 59.95 buy now	915	2007-09-06 13:39:11	SPAMQ_TRU ESP75	Y
16529799	cody.williams@narec.com	Special Offer	4255	2007-09-06 14:23:29	SPAMQ_TRU ESP100	Y
16585636	kgatch@paradise.com	ViewCast Niagara Osprey Update	29113	2007-09-06 21:18:36	SPAMQ_TRU ESP50	N

In the example above, there is a "quick release" option for releasing quarantined e-mails. When the user locates a needed message in the e-mail sent to them from the Iron Mail appliance, the user can click on the hyperlinked "message ID number" in the left column and the quarantined message will soon be released (after clicking "OK" to a pesky security certificate error message, see below). If a quick release is not desired, the user should click on the long hyperlink located in the body of the message to go to their SPAM queue for additional options. When taking this approach, after clicking on the long URL the user will first encounter a pesky security error pop-up window like the example in Figure 3, below.

(Figure 3)

Security Error: Domain Name Mismatch ✕

You have attempted to establish a connection with "205.204.133.88". However, the security certificate presented belongs to "Domain-Confidentiality-authority". It is possible, though unlikely, that someone may be trying to intercept your communication with this web site.

If you suspect the certificate shown does not belong to "205.204.133.88", please cancel the connection and notify the site administrator.

[View Certificate]   [OK]   [Cancel]

After selecting the OK button on the pop-up security window, the user will see a webpage similar to this:

(Figure 4)

Message Id	From	Subject	Date	Size	Info	Multiple Recipients	Release	Delete	Whitelist
16555636	kgatch@paradise.com	WavCast Niagara Osprey Update	09-08-07 21:18:06	29113	SPAMQ TRU ESP50	N	☐	☐	☐
16529798	cody.williams@nrarec.com	Special Offer	09-06-07 14:23:29	4255	SPAMQ TRU ESP100	Y	☐	☐	☐
16519435	nhoju@purbaby.com	Viagra (Sildenafil) 50mg x 10 pills US $ 59.95 buy now	09-08-07 13:39:11	915	SPAMQ TRU ESP75	Y	☐	☐	☐
16497182	cstrean.refm00292106%pj.gps@citizensbank.com	Urgent Message From Citizens Bank! (message id: R9018691727490)	09-06-07 11:68:21	4724	SPAMQ TRU ESP50	Y	☐	☐	☐
16408202	cafinfotuneupoak@infotuneup.com	Best medications with best discounts over the world!	09-05-07 22:10:03	2204	SPAMQ TRU	Y	☐	☐	☐

The user can select between three choices: Delete, Release or Whitelist.

1) "Delete" the message - Use this choice when you are unsure of the content of the message or the sender.

2) "Release" the message - means the message will be forwarded to the user's inbox. Before releasing a message, be sure the content and the sender are trusted.

3) "Whitelist" the message - this means the message will be sent to your mailbox and that all messages from that sender will be sent to your inbox without being quarantined in the future. The message is only whitelisted for the person who makes the selection.

After the selections are complete, submit the request by clicking the radio button on the bottom of the window.

We cannot emphasize enough the importance of the decisions made with each selection since each person will be making the decision as to what is SPAM and what is legitimate mail. If you are not sure the message is legitimate, please try to verify with the sender before releasing the message.